Using Data to Drive Decisions & Improve Quality

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Session Objectives

1. Discuss how data can provide feedback to providers and drive decisions in behavioral health care;

2. List opportunities to acquire data relevant to meaningful outcomes;

3. Articulate the potential applications of outcomes-based dashboards;

4. Explore how data is currently used to continuously improve quality; and

5. Evaluate participant opportunities to better use data within their own organization.
This session will examine how data can be used to improve quality in behavioral health systems of care. Within an era in which data is becoming increasingly available, the facilitators will explore how that data can provide meaningful feedback to providers and also contribute vital information to evolve a broader understanding of needs within boundaried populations.
Quality Improvement Programs

Questions that QI programs answer:
- Are we doing the right things?
- Are we doing things right?
- How can we be certain that it's done right the first time, every time?

QI offers two general rules to answer those questions:
- To do the right things, the right way, the first time, every time, eliminate inappropriate variation
- Document continuous improvement
CQI Principles

- CQI recognizes that most health care professionals are already deeply committed to the highest-quality work.

- Quality depends more on good system design, consistent long-term direction, adequate training, leadership, and follow-up—all management functions—than on individual motivation.

- CQI therefore uses a non-punitive team approach for quality management.
IT's Just a hunch, but I Think we could improve the process.
“What gets measured, gets managed.” – Peter Drucker

**ACT Outcomes**

(Level I Days Per Recipient, MCA & Employment)
Show Me the Data!

Brief examination of some data measures currently tracked

- **ISP Current**: 71%
- **ISP Quality**: 74%
- **Title XIX**: 40%
- **Customer Satisfaction**: 7%
- **ACT Fidelity**: 41%
- **Encountering**: 54%
Benefits of Data

1. Provides quantifiable measure of performance;

2. Established a focus on meaningful outcomes and vital processes;

3. Offers consistent feedback;

4. Augments and/or supplants anecdotal assessment of performance;

5. Supports comparative analysis;

6. Allows analysis of a broad spectrum of outcomes and providers at individual, team, site, organizational and systemic levels; and

7. Creates an environment conducive to informed consumer choice.
Previously, businesses had focused their report cards exclusively on financial measures, and this study moved business to incorporate:

1. Quality,
2. Customer satisfaction,
3. Innovation, and
4. Other key outcomes to achieve optimal performance.

They noted the inherent flaw with approaches that myopically pursued enhanced performance of a solitary metric to the detriment of the whole.
Outcomes Dashboards & Scorecards

Dashboard References and Resources
- Harvard Business Journal
- ADHS/DBHS
- Magellan

Data Level
- Organizational Level
- Site Level
- Team Level
- Practitioner Level
Data Sources

1. Audits
2. Surveys
3. DBHS Demographic Submissions
4. Electronic Health Medical Record
5. Claims
6. Authorizations
7. Incident Reports
8. Complaints
9. Internal Reporting
10. Dashboard Feedback
11. Interviews
12. Other...
Evaluating Your Own Opportunities

How can data help your organization and those you serve?

1. What measures are important to you?
2. Are there any readily available data sources?
3. What would it take to get accurate data?
4. How accurate is accurate enough?
5. How would you format/present the data?
6. Who will see the data?
Questions?

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Thank you!